IMPENSA

Self-Service Expenses System

Employee User Guide

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Procedural Note Approval			
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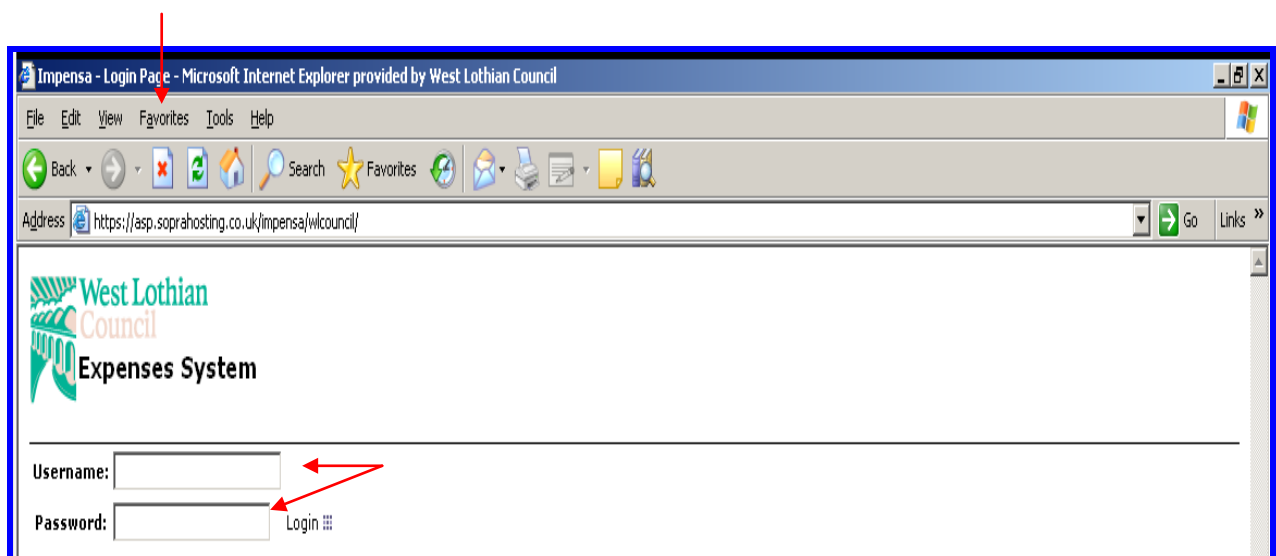# CONTENTS

EMPLOYEE USER GUIDE

> **Managers' Note**
>
> **Please see the separate Managers' Guide for authorising expense claims**

1.   Impensa Login Screen

For future easy access to Impensa, save the link in your 'Favourites' as follows:

When first on the following screen, click on favourites and from the drop-down list click 'Add to Favourites' and name it (e.g. Impensa Login).

To log into the system copy and paste the 'Username' and 'Password' sent to you by Impensa. Now click 'Login'. Your 'Username' is your employee number, which never changes.

After successful login you will see the following screen:

After reading the terms and conditions, confirm you have done so by ticking the box indicated above.

Now change your password in accordance with the following Rules:

2.   Password Rules

Passwords must contain a minimum of 8 characters (a mix of uppercase, lowercase and alpha-numeric characters ONLY).

Passwords are case sensitive.

Passwords are valid for 90 days.

You cannot select any of your previous 10 passwords.

On completion, click [Save]

The system will advise you when to change your password. However, you can change it at any time by clicking 'Options' on the right-hand side of the main toolbar and following the instructions. Always click [update] on completion.

You will now see the following screen:

3.   Add Registered Vehicle(s)

To enter your vehicle details click on the blue bar indicated above.

Record your vehicle details as requested in the following screen:

On completion, click the Default radio button on the right of your vehicle details (as shown above). The calendar icon [icon] can be used for date vehicle acquired.

Now click [save].

You can add other vehicles (provided you are insured to use them for business), by clicking the [icon] sign and following the instructions as before.

If you no longer use a registered vehicle for business travel, remove it by clicking the [icon] button below the vehicle details.

Only use [Edit] to correct details for that particular vehicle.

Select your **main** vehicle, by clicking the 'Default' radio button on the right of the vehicle details. The system will auto-populate these details every time you make a claim. You can change this at any time through 'Options'.

Always click [save] after making changes.

You can access this screen at any time by clicking 'Options' on the right-hand side of the main toolbar.

4.   Vehicle Documents

When you first make a mileage claim, your manager will be sent an automated e-mail advising him/her to check your original documents for vehicle . . . . (registration number). Your manager will not authorise claims until he/she confirms having seen the following documents:

- Current driving licence;
- Comprehensive Motor Insurance Policy and Certificate clearly stating you are insured to use the vehicle for business purposes; and
- A valid current MOT certificate, where required.

You will also receive an automated e-mail asking you to present these documents to your manager for checking.

5.   Default Journey Location

If appropriate, select your **normal** departure location from the dropdown list (as indicated). This location will auto-populate each time you enter your **first** expense for the day. Click [save] after making your selection.

6.   Impensa's Main Tabs

You are now set-up and ready to claim expenditure necessarily incurred on travel and subsistence in the course of undertaking your official duties. Before commencing, please familiarise yourself with the system's seven main tabs, which are accessible from any screen:

Top left of any screen:
- Information Page   (for advice on claiming conditions, deadlines etc)
- Expense Diary   (to add your journey mileage and expenses)
- Submissions   (to submit your claims at the end of each month)
- Guidelines   (to read Scheme for Reimbursement of Travel and Subsistence)
- Help   (for advice on using the particular screen you are in)

Top right of any screen:
- Options   (to change password etc as explained in 2. above)
- Logout   (to logout of Impensa)

7.   Information Page

The Information page gives you advice on claiming conditions and links to:

- Scheme for Reimbursement of Travel and Subsistence;
- Internal Audit's Schedule of Mileages; and
- Payroll's e-mail box to ask questions on Impensa and travel/subsistence.

The Information page auto alerts:

- your un-submitted claims and the deadline for submission; and
- counts down at the start of each month, the number of days left to submit your claims.

This is also where the Impensa team posts deadlines for submitting claims for early pay dates (e.g. Christmas/New Year) etc.

8.   Expenses

8.1   Guidelines

Before commencing, you should familiarise yourself with the 'Scheme for Reimbursement of Travel and Subsistence Expenses' – to view the scheme click the 'Guidelines' tab shown in the following screen.

It is important that you submit your claims regularly and on time as claims can only be accepted for three months (i.e. the current month and the previous two).

8.2   Expense Diary

Now click on 'Expense Diary' on top menu tab and add travel expenses/subsistence as follows:

- Choose the required month.
- Choose the required date.
- Click "add expenses".

In the following screen, click 'add new expense'.

8.3   Add Mileage/Expenses

The system auto-defaults to 'Journey' and your 'Registered Vehicle'. If you travel by bus, train etc, in 'Method of Travel' click ▼ and select from the dropdown list.

Complete each box in sequence, using ▼ dropdown lists where available

If your departure or arrival location is not listed choose either:

- 'Other Workplace' if it is a recognised council workplace'; or
- 'Other Non-Workplace' (e.g. Edinburgh). For audit purposes, you are required to give a full explanation in 'Purpose of Journey' - "meeting" and "return" are not enough.

In 'Purpose of Journey' Internal Audit requires a full explanation (e.g. meeting or site visit etc. is not acceptable).

In 'Distance', enter **single** journey miles. Some journey miles will auto-populate. If not, click on 'Schedule of Mileages' (on right of 'Single journey miles') for the council's approved mileage for your journey. If your journey is not listed, travel by the shortest possible route.

'Receipt' – confirm you have valid fuel VAT and expenses receipts. You must have at least one valid fuel VAT receipt per monthly submission.

HMRC requires you to keep all receipts for expenditure incurred and your fuel VAT receipts for 6 complete tax years.

'Return Journey' – if returning to your original location, tick the return journey box and amend your return times. The system automatically doubles your mileage for the round trip.

Click [**Save expense**].

8.4   Subsistence expenses:

Click 'add new expense' as shown below:

In the next screen, if you are claiming Subsistence, click▼ and select from the dropdown list.

Complete all fields using dropdown lists as required. In 'Purpose' detail why subsistence was necessary ("Meeting or Site Visit" is not sufficient). Also give the location. You **must** have a valid receipt and tick appropriate box. Only tick the VAT Receipt box if receipt has a VAT registration number).

Click [**Save expense**].

8.5 Accommodation expenses

Click 'add new expense'. In 'Select Type' in the following screen, select 'Accommodation' from the dropdown list ▼.

Complete ALL fields using dropdown lists ▼ as required. Give <u>full reason</u> accommodation was necessary ("Meeting" is not sufficient).

You MUST have a valid VAT receipt. Tick the VAT Receipt box indicated above.

Click [**Save expense**].

'Day Breakdown' on the right-hand side of these screens gives a summary of mileage/ expenses claimed for that particular day.

9. Submissions

> **BEFORE submitting claims, check they are correct, as you cannot change or delete them after submission.**

Claims must be with Payroll no later than 10th of each month for payment in that month, unless otherwise advised on the Information page.

To submit your claim for payment, click 'Submissions' on the main menu tab. Now click on the 'Add a new submission' bar as shown below.

Click on the blue banner shown below to select all of your expenses.
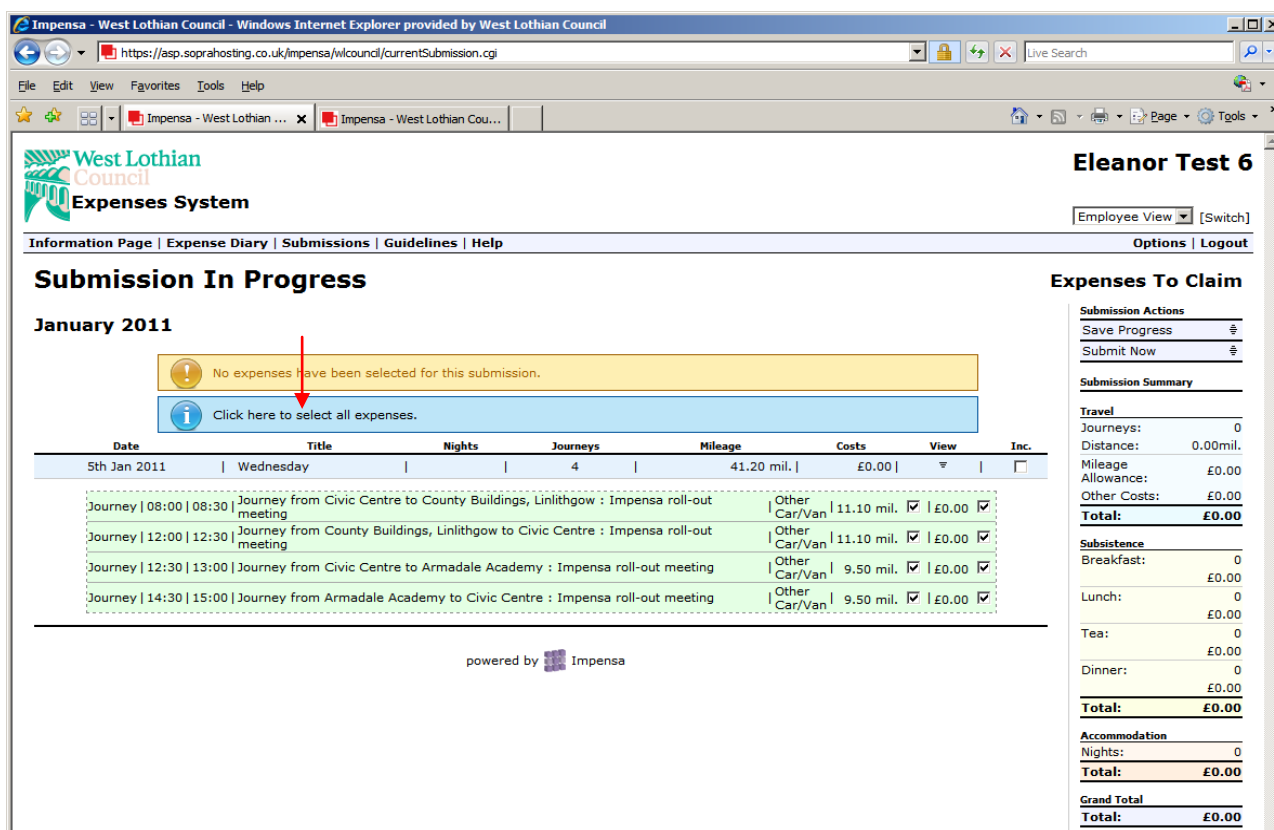
The next screen shows your submission is now in progress.

The above red and yellow banners show if your claims are over your Service's limit. This just means that your claims will be sent to your manager for approval and submission to Payroll.

If you are happy that your claims are correct follow the instructions in the blue banner and click 'Save Progress' under Expenses to Claim.

As shown below, you will now see a list of your journeys. The 'Expenses to Claim' on the right-hand side lists your total claims for the period:

10.   Make Changes

If you realise at this point that you've made a mistake, you must remove the 'Inc' tick from the particular claim to be changed as shown above.

Make your changes on the following screen:

Click on the following, in sequence:

- 'Save Progress';
- 'Expense Diary';
- Month/Day to be changed;
- 'View Day Breakdown'
- Journey to be changed/deleted (see [delete expense] option at bottom-middle of screen);
- Make your changes and [save expense] or [delete expense] as required;
- 'Submissions';
- Month you have changed; and
- Click here to select all expenses.

As you select expenses the summary on the side bar will detail amounts to be paid.

Click 'Submit Now' when finished.

11.   Declaration

You must read and agree the terms of submission <u>before</u> submitting. The [Submit] button will not be available until you tick the declaration boxes.

Details of your submission are shown on the declaration. Please make sure your claims are correct <u>before</u> continuing.

Your last chance to make changes is to click [Cancel] in the bottom-left of the following screen and follow the instructions under section 10 above. **You cannot make changes after submission.**

If you are happy that your claims are correct, tick the declaration boxes to confirm that the statements apply to you. Now click 'Submit'.

When claims are submitted the following message will appear:

Your Manager will be sent an e-mail advising of any claims that exceed your Service's set limits, as they need your Manager's approval.

You will also receive a message as follows:
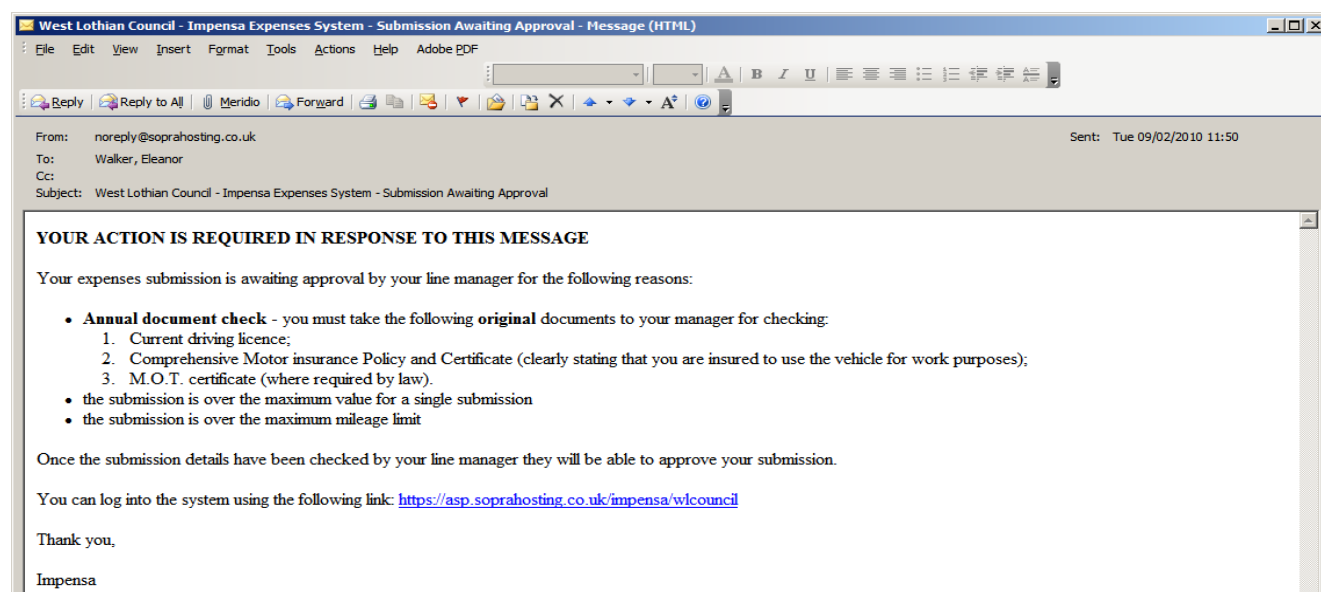
On your first submission, then annually, you must submit to your Manager:

- a valid driving licence;
- Comprehensive Motor Insurance Policy <u>and</u> Certificate (clearly stating that you are insured to use your vehicle for business purposes); and
- an M.O.T. certificate (where required by law).

Your Manager can then update Impensa and your claim will be processed for payment.

12.   Submission Status

Submission in Progress
You have not submitted your claim. Check all 'Inc.' boxes are ticked by clicking on the banner
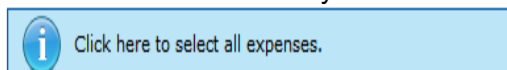
 then 'Save Progress' and 'Submit Now'.

Not Yet Submitted
You have not submitted your claim (see above to progress)

Pending Manager's Approval
Claim requires your manager's approval

Rejected
Contact your manager to discuss expenses claim rejection

Pending Action by Payroll
Claim successfully submitted

Processed
Claim paid and you have a permanent record available for viewing.
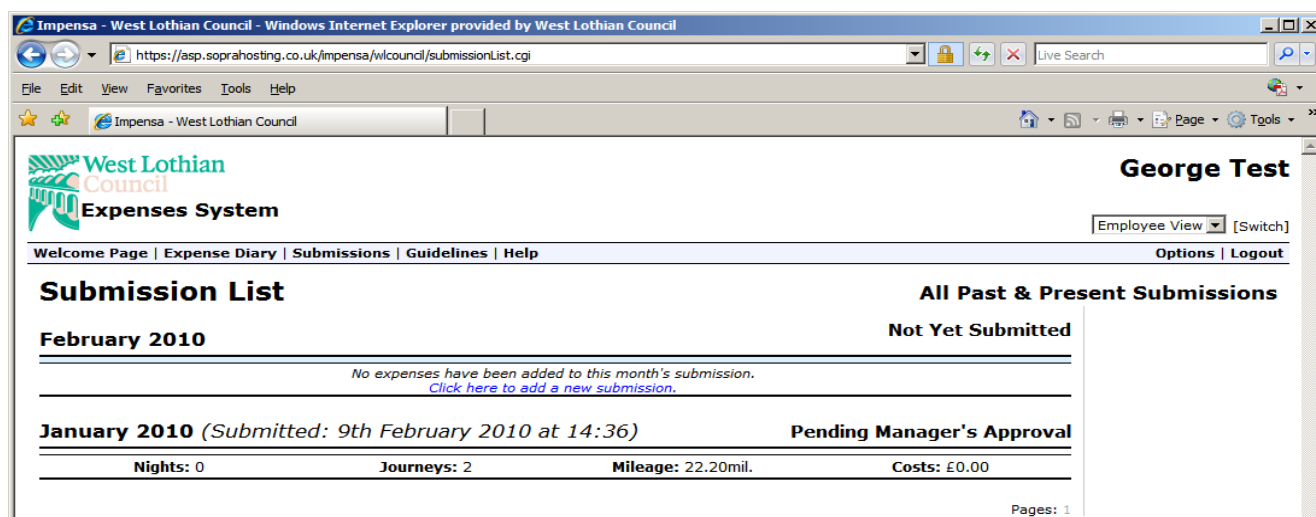
Remember to check submission status prior to the payroll cut-off dates.

End of process.

13.   Options Page

Click 'Options' on the right-hand side of the main header at any time to:

- Change your Password;
- Add/change vehicle details; and
- Select/change your Default Journey Location

14.   Help

Choose help from the menu tab to view information relevant to the screen you are using.

15.   Record Keeping

Internal Audit verification requirements

You must ensure that the purpose of your journey is fully explained in the 'Purpose of Journey' box. For example, meeting or site visit etc. is not acceptable.

HMRC Requirements

HMRC requires you to keep all receipts for expenditure incurred **and** valid VAT receipts for the purchase of fuel for <u>6 complete tax years</u>. If you wish, you can keep your receipts in electronic format provided the details are legible.

APPENDIX 1

Impensa – Employee Self-Service Expenses System
PC Troubleshooting Guide
To assist Users who experience problems accessing Impensa or using functions within the system.

Minimum Requirement

The minimum specification for Desktop/Laptop Computers is Internet Explorer 6 (IE6), which most council computers are.

To check yours: Launch Internet Explorer, go to 'Help' > 'About Internet Explorer'. If your version is lower than 6, your PC may need to be upgraded (contact Allison Mathieson in the first instance).

The minimum screen resolution is 800x600 but things may appear cluttered and the display incomplete. The recommended resolution is 1024x768. Right click on your desktop, click properties, click settings and drag the arrow on resolutions to at least that recommended.

Housekeeping

To ensure optimal performance, all users should routinely clear out their PC or laptop.

Internet Explorer Version 6

To clear out your temporary Internet files and cookies go to Internet Explorer:

• select 'Tools' > 'Internet Options' >'General Tab';

• click on the 'Delete Cookies' button in the 'Temporary Internet Files' section;

• click Delete Files button; and

• click OK.

Internet Explorer Version 7

 Click on 'Help' as shown below, then on 'About Internet Explorer' from the dropdown list.
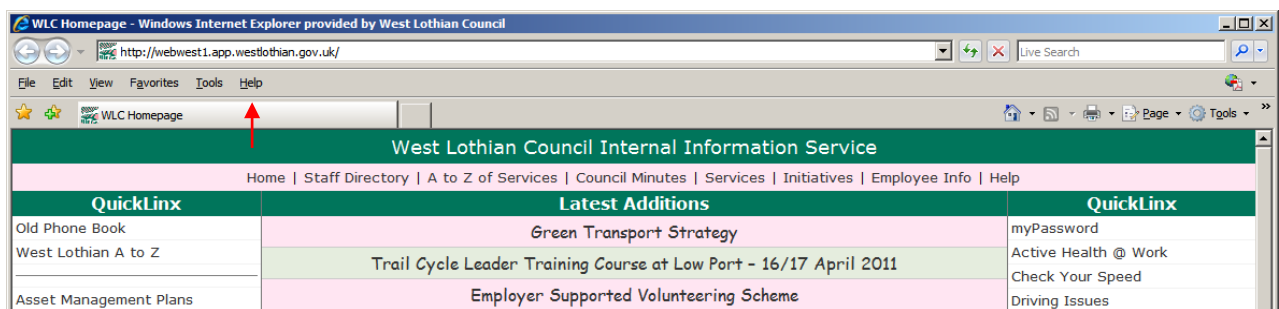
When you see the 1st screen, click 'General', then 'Delete' as shown below. Then on the 2nd screen click the 'Temporary Internet File', 'Cookies' and 'History' buttons indicated, then 'Close'. On the 3rd screen click the 'Automatically' radio-button, then 'OK'.
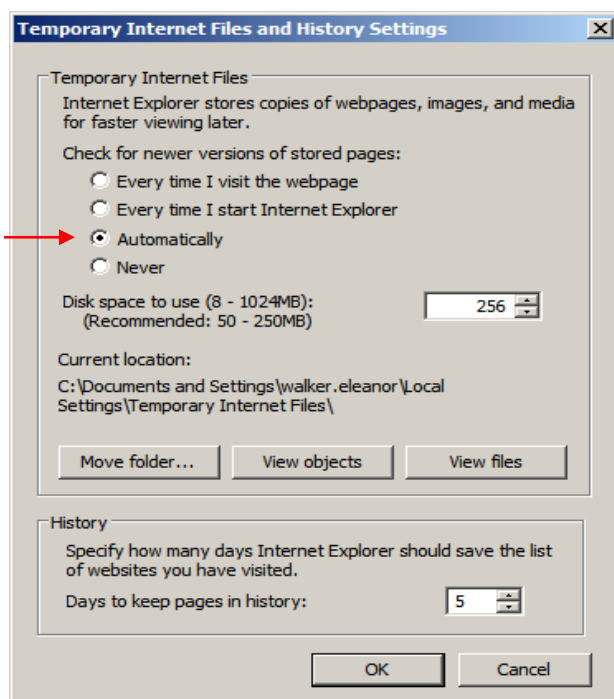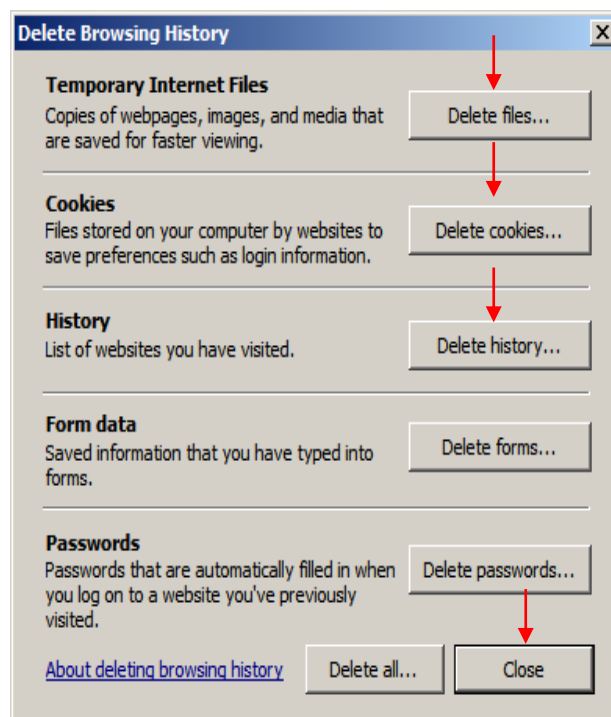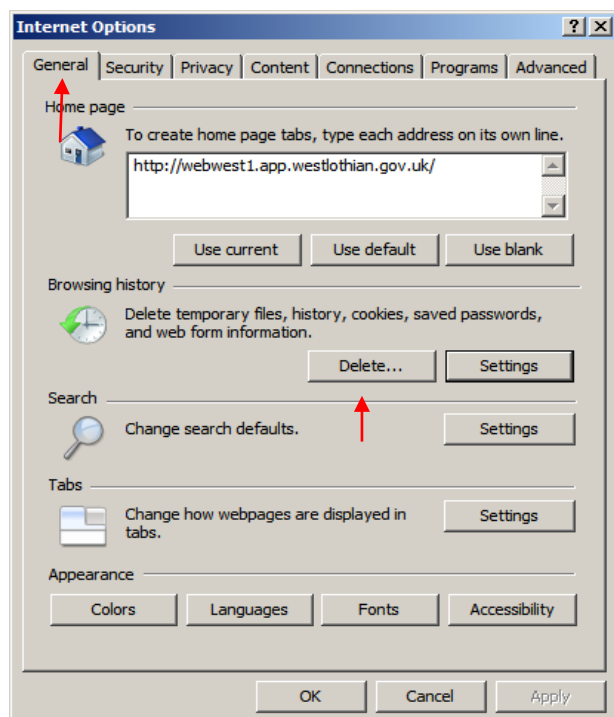
Cache Refresh

Each time you visit a Website, your browser may automatically store a copy of the pages you visit on your hard drive. This is called caching. However, you may not always see the most recent version next time you access the web page.

There may be a caching problem with some of the JavaScript files used to verify Impensa commands. To force the browser to get the most up to date version of all files from the server:

- Click the refresh button (or F5 on the keyboard) together with the shift key, and then click retry.

Alternatively, set your browser to not store pages and always retrieve the latest version. Go to Internet Explorer:

- select 'Tools' > 'Internet Options'> 'General Tab'> Click Settings within the 'Temporary Internet Files' section; and

- select the option 'Every visit to the page' When finished click OK.